



**600.16 Volunteer/Community Resource  
Services**

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**600.16-1 Policy**

- I. Volunteers from the community shall be encouraged to assist the Hendry County Sheriff's Office Corrections Division in providing inmate programs or with clerical duties. Volunteers will be coordinated by a qualified staff member.
- II. A uniform screening process and selection criteria shall be utilized for volunteers and will allow for recruitment from all cultural socioeconomic segments of the community.
- III. A system for identification of volunteers and citizens representing community resources while they are in the Jail will be maintained by the Corrections Division.
- IV. Prior to assignment, each volunteer shall complete an orientation program, and training appropriate to the nature of the assignment. Citizens representing community resources will also receive Jail orientation.
- V. Volunteers shall agree in writing to abide by all facility policies, particularly those relating to security and confidentiality of information.
- VI. Volunteers shall perform professional services only when they are certified, licensed, or qualified to do so. Community resource representatives will provide services for which they are representative of, counseling, religious, etc.
- VII. Lines of authority, responsibility and accountability for volunteers and volunteer programs shall be communicated to staff members and volunteers.

**600.16-2 General**

- I. Volunteers and community resource representatives will be permitted to assist existing inmate program staff in providing an increased level of services to inmates.
- II. Community resources representatives may be utilized to assist the Chaplain in religious matters, provide library services, educational services, vocational services, or rehabilitative services, and to assist other staff to provide a higher level of service than otherwise available.
- III. Schedules of inmate program services will be posted in housing areas, and up-dated as necessary.

**600.17-3 Application**

- I. Persons wishing to become a HCSO Volunteer shall be provided an application for completion and must meet all entry requirements as stated in the *Hendry County Sheriff's Office Corrections Division Standard Operation Procedure Manual*.
- II. Community resource representatives desiring authorized access to a HCSO Jail facility to provide inmate services must apply in person to the Hendry County Jail to identify themselves, their position, and services to be provided. Applicants must provide identification by means of a driver's license or other applicable photo identification.

#### **600.16-4 Screening and Selection**

- I. The HCSO shall provide screening for individual, part-time, non-certified volunteers that wish to assist the Corrections Division in the performance of support duties such as computer input and filing or provide needed inmate services.
- II. Representatives of community resources performing other functions for the Corrections Division, such as conducting substance abuse rehabilitative meetings, religious services, and educational programs shall be screened prior to admittance to the facility using the following process.
- III. The community resource screening process shall be supervised by the Corrections Division Lieutenant, or designee, and shall include the following:
  - A. Criminal history records check (NCIC/FCIC)
  - B. State computer check for outstanding warrants
  - C. Credentials (licenses, certificates) checked and validated as appropriate.
- IV. Volunteers and community resource representative professional certification:
  - A. Volunteers and community resource representatives wishing to offer professional services will be required to provide proof of their credentials and/or licensed status.
  - B. All credentials shall be verified by the Corrections Lieutenant, or designee.
  - C. Copies of licenses and certificates shall be current and a copy maintained on file by the Corrections Lieutenant.
- V. Results of the screening process shall be provided to the Corrections Lieutenant for review and approval.
- VI. Screening and selection of volunteers and community resource representatives should encourage recruitment from all cultural and socioeconomic segments of the community.

#### **600.16-5 Orientation Training**

- I. Each volunteer and community resource representative will complete an orientation training program appropriate to the nature of the service provided or service assignment prior to beginning assignment.
- II. The orientation session will address specific HCSO and Corrections Division policies, rules, and regulations.
- III. Each person shall agree in writing to abide by all facility policies, particularly those relating to security and confidentiality of information.
- IV. During orientation, volunteers and community resource representatives will be made aware that suggestions regarding volunteer program policies and procedures will be welcomed and that all consideration will be given to those suggestions the Corrections Lieutenant determines will improve the efficiency and effectiveness of the program.

**600.16-6** Lines of Authority, Responsibility, and Accountability

- I. The Corrections Division Lieutenant shall inform concerned staff of roles and functions of volunteers to ensure efficiency of operations.
  - A. Religious community resource representatives will generally report to the Chaplain for guidance in matters pertaining to their programs.
  - B. Community resource representatives participating in inmate programs other than religious will generally report to the Shift Supervisor for guidance. The Shift Supervisor will monitor inmate program activities.
  - C. Volunteers assisting with clerical duties will report to the supervisor responsible for those clerical duties.
- II. Information concerning the HCSO Civilian Volunteer Section, program requirements, applicant processing, supervisor responsibilities, and volunteer responsibilities are as stated in the *HCSO SOP Manual*.

**600.16-8 Termination of Volunteer/Community Resource Services**

- I. Shift Supervisors have the discretion to curtail, postpone, or recommend discontinuance of the services of a volunteer, or community resource representative when it is in the best interest of inmates or facility operations.
- II. In such cases, the Shift Supervisor shall notify the Corrections Division Lieutenant via Incident Report detailing circumstances surrounding this action. The Corrections Division Lieutenant shall investigate the report and make recommendation to the Jail Administrator, or designee regarding the final decision on discontinuance.

**DEFINITIONS**

**Volunteer** – An individual who donates at least twenty hours a month (five hours per week) time and/or effort to enhance the activities and programs of the Hendry County Sheriff’s Office Jail Division. Volunteers are selected on the basis of their skills and personal qualities to provide services in a variety of activities such as religion, counseling, and education.

**Community Resources** – Human service agencies, service clubs, citizen interest groups, self-help groups, and individual citizens that offer services to assist in meeting the needs of the facility or have the potential to assist the inmate population. Community resource representatives provide services usually on a non-scheduled, temporary basis.

**REFERENCES**

State/Federal Regulations:  
Florida Model Jail Standards

FCAC:  
N/A

PREA:

§ 115.17, *Hiring and promotion decisions*

§ 115.77, *Corrective action for contractors and volunteers*

Forms:

N/A

Other Policy/ Procedure References:

600.00 Table of Content

HCSO SOP Manual